

North Dakota Real Choice Rebalancing (RCR) Grant

A Summary of Questionnaires Administered to North Dakota Consumers of Continuum of Care Services

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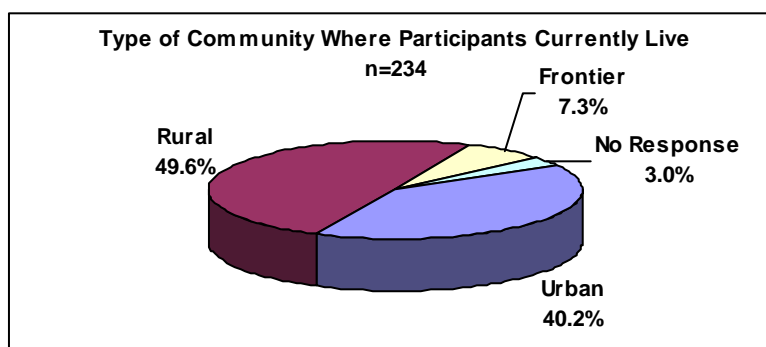


**Alternative
formats available
upon request:
(800) 233-1737**



These questionnaires were disseminated to gather data about choice and access to continuum of care services (i.e. home and community based services (HCBS) and nursing home care) for the elderly and people with disabilities and to gather ideas about ways to improve choice and access to these services. The intent of the questionnaire was to gain information from consumers regarding what continuum of care services they are using, what services are needed, barriers encountered, how they are paying for services and choice of services given. Data was also gathered regarding how consumers learn about available continuum of care services and suggestions to guide the development of a **single point of entry (SPE)** system, also called an **Aging and Disability Resource Center (ADRC)**.

Twenty-seven percent (234 out of 861) of the surveys were returned for data analysis.

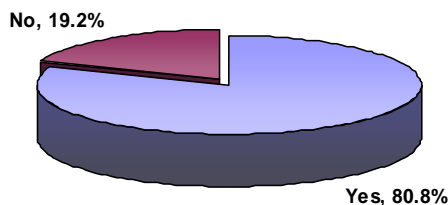


- *Frontier* (farm, ranch, out in the country) consumers who responded were most likely female, age 60-69 or 80 years and older who live in their own home.
- *Rural* (under 20,000 people) consumers who responded were primarily female, age 80 years and older and live in their own home.
- *Urban* (20,000 people and over) consumers who responded were most likely female, 80 years and older, and lived either in an apartment or in their own home.
- Nearly 94% of consumers indicated that continuum of care services were *somewhat important* to *important* to maintain their independence.
- When consumers were asked to indicate if there were enough continuum of care services available in their community, 43% stated *yes*, 19% said *no*, and 39% indicated that they *do not know*.

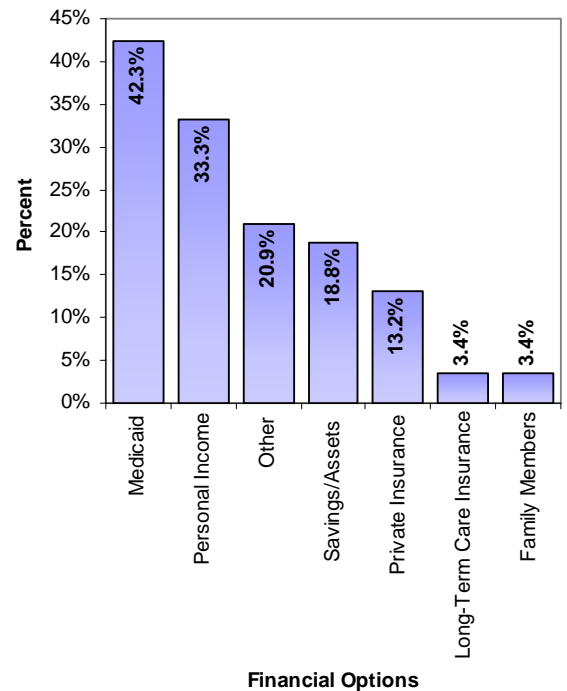
Almost 81% of consumers indicated that if the needed continuum of care services were available, they would choose to receive those services in order to stay at home or live more independently. In order to live more independently, respondents identified the need for assistance with the following services:

- Assistance with housework,
- Shopping,
- Laundry,
- Meal preparation,
- Bathing,
- Mobility outside the home, and
- Transportation

If you could receive the additional needed continuum of care services to stay home or live more independently, would you?
n=214



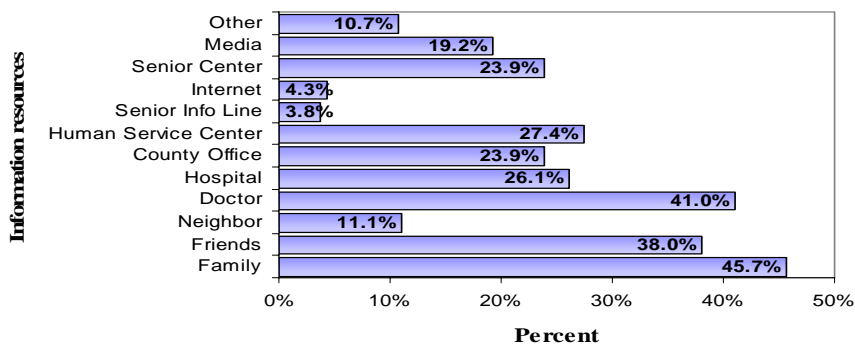
How are you currently paying for services?



* Percentage includes only those who responded to each category.

SPE/ADRC

Where do you find information about continuum of care services?



* Percentage includes only those who responded to each category.

- Consumers living in frontier areas were more likely to find out information from the Senior Info Line, the internet, through neighbors, county offices, hospitals, human service centers, and physician than their urban and rural counterparts.
- Consumers indicated they most often prefer to find out about the services that are available through printed material (50.9%) or face-to-face interaction (37.2%).

- Urban and rural consumers indicated most often that they or another family member primarily make the decisions regarding continuum of care services, while frontier consumers most often stated they or their spouse make the decisions.
- 166 out of 198 (84%) consumers indicated they had received enough help in understanding their eligibility for continuum of care services. However, over 61% of consumers indicated that it would be helpful to have assistance with planning continuum of care services.

The Survey of Consumer of Continuum of Care Services Final Report is available at:

<http://www.nd.gov/humanservices/info/pubs/ltccontinuum.html>